

415 PROVIDER NETWORK DEVELOPMENT AND MANAGEMENT PLAN; PERIODIC NETWORK REPORTING REQUIREMENTS

EFFECTIVE DATES: 06/01/10, 10/01/11, 12/01/11, 11/01/12, 10/01/13, 03/01/14, 09/01/14, 10/01/15, 07/01/16, 10/01/17, 10/01/18

REVISION DATES: 09/28/09, 01/28/10, 05/10/10, 08/26/10, 01/24/11, 12/01/11, 10/24/12, 10/25/12, 04/04/13, 07/18/13, 07/29/13, 02/20/14, 08/27/14, 09/21/15, 04/25/16, 03/30/17, 11/02/17, 06/21/18

I. PURPOSE

This Policy applies to AHCCCS Complete Care (ACC), ALTCS/EPD, DCS/CMDP (CMDP), DES/DDD (DDD) and RBHA Contractors. Provider networks shall be a foundation that supports an individual's needs as well as the membership in general. This Policy establishes Contractor requirements for the submission of the Network Development and Management Plan and other periodic network reporting requirements.

II. DEFINITIONS

CLOSED PANEL	Indicates when a provider is no longer accepting new patients.
DIMINISHED SCOPE OF SERVICE	Indicates when a provider has decreased its capacity or eliminated a service previously provided.
GEOGRAPHIC SERVICE AREA (GSA)	An area designated by AHCCCS within which a Contractor of record provides, directly or through subcontract, covered health care services to a member enrolled with that Contractor of record, as defined in 9 A.A.C. 22, Article 1.
PROVIDER	Any person or entity who contracts with AHCCCS or a Contractor for the provision of covered services to members according to the provisions A.R.S. §36-2901 or any subcontractor of a provider delivering services pursuant to A.R.S. §36-2901.

III. POLICY

A. NETWORK DEVELOPMENT AND MANAGEMENT PLAN

The Contractor shall develop and maintain a provider Network Development and Management Plan, which assures AHCCCS that the provision of covered services will occur as stated in the Contract [42 CFR 438.207(b)]. The Network Development and Management Plan shall outline the Contractor's process to develop, maintain, and monitor an adequate provider network that is supported by written agreements and is sufficient to provide access to all services covered under the Contract and satisfies all service delivery requirements. The Network Development and Management Plan shall include but not be limited to a comprehensive description of all

elements identified in Attachment B Network Development and Management Plan Checklist. The Plan shall also identify any network gaps and strategies to resolve those gaps.

The Network Development and Management Plan shall be evaluated, updated and submitted along with the following, as specified in Contract:

1. Attachment A, Network Attestation Statement.
2. Attachment B, Network Development and Management Plan Checklist.
3. For ALTCS/EPD Contractors: Attachment C shall also be provide.
4. The Workforce Development Plan as outlined in ACOM Policy 407.
5. The Value Based Purchasing/Centers of Excellence Report (VBP/COE Report) as described below.
6. Data on the Contractor's Behavioral Health Residential Facility network as described below:
 - a. ACC, ALTCS/EPD and RBHA Contractors: For each county other than Maricopa and Pima counties, the Contractor shall report the time and distance that 90 percent of their membership must travel from the member's original residence to reach a contracted Behavioral Health Residential Facility.
7. VBP/COE report that shall be no longer than four pages in length and address the following:
 - a. A Centers of Excellence section that describes:
 1. The Contractor's current Centers of Excellence, and why they are significant for the Contractor's membership, including:
 - a. All Contractors shall address a Center of Excellence for children with special healthcare needs as identified in Contract, and
 - b. For all Contractors except CMDP: Address an Center of Excellence that addresses adult members with chronic pain with or without co-occurring opiod use disorder that address behavioral and physical health needs as identified in Contract.
 - b. The Contractor's efforts to encourage member utilization of the Centers of Excellence,
 - c. The Goals and outcome measures for the contract year,
 - d. A description of monitoring activities to occur throughout the year,
 - e. An evaluation of the effectiveness of the previous year's initiatives,
 - f. A summary of lessons learned and any implemented changes,
 - g. A description of the most significant barriers, and
 - h. A plan for next contract year.

- i. A Value-Based Purchasing section for all Contractors except CMDP that describes:
 1. The Contractor's initiatives to encourage member utilization of high value providers,
 2. An evaluation of the Contractor's effectiveness in directing members to high value providers,
 3. The Contractor's plans to encourage providers determined to offer high value but not participating in VBP arrangements, if any, to participate in VBP contracts, and
 4. Planned changes for next contract year.

IV. PERIODIC NETWORK REPORTING

A. PROVIDER CHANGES DUE TO RATES REPORT

The Contractor shall submit as specified in Contract, a Provider Changes Due to Rates Report, Attachment D. The Contractor shall ensure reporting by its providers of reduced scope of services in addition to termination of contract. Submission of this attachment is required even when the Contractor does not have any provider changes to report. Changes resulting in a material change to network shall be submitted to AHCCCS as outlined in ACOM Policy 439.

B. DDD THERAPEUTIC SERVICES AND HCBS SERVICES NETWORK GAP REPORTING ROSTER

DDD shall submit as specified in Contract, a DDD Therapeutic Services and HCBS Services Network Gap Reporting Roster. The Roster shall include information in the Excel format identified in Attachment Ea, and Attachment Eb.

C. ALTCS/EPD AND DDD CUSTOMIZED WHEELCHAIR, CUSTOMIZED HOSPITAL BED, AND AUGMENTATIVE COMMUNICATION DEVICE TIMELINESS REPORT

ALTCS/EPD and DDD Contractors shall submit Attachment F as specified in Contract. For each type of Medical Equipment outlined in the report, the Contractor shall establish a timeliness standard for when a member shall receive the Medical Equipment, from the time a complete request for authorization is received, to the time the Medical Equipment, and any installation and training is received. Timeliness standards will be reviewed by AHCCCS for appropriateness. The Contractor shall report its performance against the established standard for Medical Equipment provided in the reporting period, and in a cover letter identify discrepancies between its standard and performance, strategies to address non compliance with the standard and any actions taken as a result of this analysis.

The Contractor shall review its performance against its Medical Equipment standards for potential network gaps and address them in its Annual Network Development and Management Plan.